

**Income Maintenance Advisory Committee  
Department of Health and Family Services  
Division of Health Care Financing  
November 18, 2004  
\*Minutes\***

County Attendees:     **Jackie Bennett**, Racine Co.; **Lynn Brenner**, Calumet Co.; **Shiela Drays**, Dodge Co; **Joanne Faber**, Washington Co.; **Tim Gessler**, Winnebago Co.; **Liz Green**, Dane Co.; **Jane Huebsch**, Marathon Co.; **Doreen Lang**, Wood Co.; **Bob Macaux**, Florence Co.; **Michael Poma**, Milwaukee Co.; **Felice Riley**, Milwaukee Co.; **Amy Roland**, Outagamie Co.; **Sue Schmitz**, Waukesha Co.; **Tony Sis**, Dane Co.

State Attendees:     **Gail Chapman**, DHFS/OSF; **Mary Claridge**, DHFS/DMT; **Sara Edmonds**, DHFS/BHCE; **Theresa Fosbinder**, DHFS/BHCE; **John Haine**, DHFS/BIMA; **Essie Herron**, DHFS/BIMA; **Vicki Jessup**, DHFS/BIMA; **Jim Jones**, DHFS/BHCE; **Bob Martin**, DHFS/BHCE; **Cheryl McIlquham**, DHFS/BHCE; **Gerry Mayhew**, DWD; **Evie Ryan-Tondryk**, DHFS/BHCE; **Janice Tripp**, DHFS/OSF; **Rick Zynda**, DHFS/BIMA

### **Administrative Items**

- ❑ September and October meeting minutes were approved.
- ❑ December meeting has been canceled.

### **BadgerCare Verification Update**

See attached handout.

DHFS has determined that the employer verification policy and process implemented in May 2004 has resulted in fewer individuals remaining and becoming eligible for BadgerCare. This decrease is directly tied to both applicants and recipients not returning the Employer Verification Form. DHFS is unsure why BadgerCare applicants and participants are not returning the form, so DHFS is planning to conduct an evaluation to determine why. This evaluation will include a phone survey of applicants and recipients. It may also include face-to-face or Internet surveys of IM workers/supervisors. DHFS will then use the results of this evaluation to determine what, if any, changes should be made to the policy and/or process.

The HIPPA fact sheet is being updated and will go out to counties when finished.

## **CARES Worker Web Update**

DHFS has begun User Acceptance Testing of the first 30 (out of 135) web pages that will comprise the CARES Worker Web, Project One. Over the next month, DHFS will bring the additional 100+ web pages into User Acceptance Testing. As we continue to test and evaluate our progress, DHFS managers will make final decisions on the CARES Worker Web implementation schedule.

DHFS wants to make sure that everyone understands that the CARES Worker Web will not be rolled out until we are sure that we have a quality product, with no problems left to resolve. An Administrators Memo will go out on the Department's plan for the CARES Worker Web implementation. A separate Administrators Memo will be published on IT requirements for local agencies, some of which are the direct result of the CARES Worker Web.

Tentatively, DHFS plans to pilot the CARES Worker Web in Sauk and Jefferson Counties, and add 3 additional counties, possibly Rock, Dane, and Columbia, to the pilot stage. After the pilot agencies have used the CARES Worker Web and the changes they suggest have been evaluated, DHFS would begin rolling out the CARES Worker Web in four phases. Phase I would include counties and W-2 agencies in the southwestern and western regions of Wisconsin. Phase II would implement the CWW in northern counties and W-2 agencies. Phase III would implement the CWW in Eastern counties and W-2 agencies. Phase IV would implement the CWW in southeastern counties and W-2 agencies.

Training for the Worker Web will be hands on for Sauk and Jefferson Counties, however, it will continue for the rest of the state as distance learning training. DHFS will have face to face train the trainer classes for CARES and Policy Coordinators and agency training liaisons in late February or March 2004.

Counties are concerned that training times may continue into October, November, and December 2005 causing problems with worker vacations. There were also concerns raised about using distance learning rather than face-to-face for such a major change.

Janet Even has asked that counties notify Jim Jones of the dates of their Supervisor and worker meetings, over the next month or two. Janet and Autumn are looking for 1 hour blocks of time to meet with county staff for an update of the Access web site.

## **Electronic Case File Demo**

See attached handout.

### **Sub-Committee Reports**

- ◆ Training and Technical Assistance

See handout below.

### **Other Items**

The Food Stamp Error rate for 04 through July is down to 6.6%.



# IMAC TRAINING AND TECHNICAL ASSISTANCE (TATA) SUBCOMMITTEE ACTIVITIES REPORT

SEPTEMBER 18, 2004



## 2004 MEMBERSHIP

Keli Poppe	Kenosha County
Vicki Jessup	BHCE – Quality Assurance
Jaciae Coutant	Milwaukee County
Deb Solis	Dane County
*Jenny Hoffman	Brown County
*Russell Yancey	Milwaukee County
Jeff Brikowski	BHCE – Food Stamp policy section
Pam Lohaus	DHFS/Regional Office
Stacia Jankowski	BHCE - Outreach
Dave Hippler	BHCE - Communications
Melissa Otter	BHCE – Systems
Lynda Fischer	DWD/ DWD-DHFS Partner Training Services (PTS)
Staci Wanty	UWO-CCDET/DWD-DHFS Partner Training Services (PTS)
Judy Johnson	UWO – CCDET/PAC
Margaret Romens	Dane County
Kevin Raines	Waukesha County/ DWD-DHFS Partner Training Services (PTS)
Julie Loebel	ACS/DWD-DHFS Partner Training Services (PTS)
Tricia Bless	UWO-CCDET/DWD-DHFS Partner Training Services (PTS)
*Theresa Fosbinder	BHCE/DWD-DHFS Partner Training Services (PTS)
* Co-chairs	

## CHARTER

### IMAC TRAINING AND TECHNICAL ASSISTANCE SUBCOMMITTEE

This subcommittee was created in 2003 to impact all aspects of training and technical assistance services to local agencies and their workforce according to individual needs to achieve better program integrity and customer service.

## 2004 ACTIVITIES: SEPTEMBER - DECEMBER

MEETING DATE	MEETING TOPIC	ACTIVITIES
September 2004	Training Update Wisline Web participation, CWW training plan	Discussed how to get people involved in the training update Wisline Web events, Reviewed Reduced Change Reporting phase 2b participation. Made recommendations about the CWW training approach, including support of linking the production ID to assessment results, having direct supervisors take the same training programs as their staff, and creation of a “training call center” to support distance learning initiatives.
October 2004	NO MEETING	NO MEETING
November 2004	PTS Learning Center features, update/status of Cares Worker Web training	CWW training planning and development update including: <ul style="list-style-type: none"> <li>• Information and feedback about core and non-core audience training</li> <li>• Core audience prerequisites</li> <li>• Assessment process</li> <li>• Plans for train the trainer event.</li> </ul> Discussion of Food Stamp Reduced Change Reporting phase 2b training participation data. Began discussion of PTS Learning Center Groups and Curriculums feature and “gap analysis” feature and reporting capability.
December 2004 (projected)	CWW training plan and development, 2005 IM training plan	Review of proposed 2005 IM training plan. Continue discussion of PTS Learning Center Groups and Curriculums feature and “gap analysis” feature and reporting capabilities for CWW and beyond. CWW training plan and development - update and feedback

NOTE: In 2005, meetings will continue to be held on the 3<sup>rd</sup> Tuesday of each month, and will alternate between the Madison Fen Oak and Oshkosh regional training centers.